

## **Customer Centered Services Project – Request for Applications**

### **Purpose**

The Division of Child Support Enforcement (DCSE) was awarded a federal grant for research to learn more about, and develop strategies for, keeping at-risk noncustodial parents from accumulating large child support arrearages. The award is through the Health and Human Services' Administration for Children and Families. DCSE will be developing processes and methods for dealing with noncustodial parents to assist them in making consistent payments and in helping those already having large arrears. A risk model will also be developed to help identify those noncustodial parents at-risk of becoming indebted beyond their ability to satisfy arrearages.

Noncustodial parents residing in the service delivery areas of Norfolk, Portsmouth, and Richmond will be referred to service providers for various intensive services under the headings of 1) employment and job preparation, 2) mediation, 3) budgeting and financial counseling, and 4) parenting/mentoring. Please refer to the objectives listed for each service and document how you can assure those outcomes. We would like to offer your organization the opportunity to provide such services to the parents that DCSE has selected, and who have volunteered, to participate in this project, if you are able to offer services in the areas mentioned above.

### **Who May Apply?**

Non-profit and for-profit community-based organizations and service providers, state agencies and local departments, who have the skills and abilities to offer at least one of the services described.

### **Responsibilities of Selected Service Providers**

- Agree to the terms set forth in this Request for Applications (an affirmative statement in a cover letter ensuring compliance with the Special Terms and Conditions and the General Terms and Conditions will suffice for those sections).
- Attend a one-day meeting hosted by the Center for the Support of Families in your area.
- Accept referrals from DCSE district staff, perform intake functions and provide appropriate services based on a pre-determined rate schedule.
- Maintain statistics, provide follow-up with participants and DCSE district staff as needed, and prepare reports.

### **How to Apply**

Complete the application on page two and mail by close of business on February 4 , 2005 to:

Cynthia W. Holdren  
VA Dept. of Social Services  
Division of Child Support Enforcement  
7 North Eighth Street, 1<sup>st</sup> Floor  
Richmond, VA 23219

You may also fax or email your project application to Cynthia Holdren by the deadline. The fax number is (757) 726-7482. For more information, please contact Cynthia at (804) 726-7474 or via e-mail at [cynthia.holdren@dss.virginia.gov](mailto:cynthia.holdren@dss.virginia.gov).

<b>Customer Centered Services Application</b>
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Please respond to the following questions, using additional paper. If you have any questions about the application process, please call Cynthia Holdren at (804) 726-7474.

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| 1.        | Contact information:<br>Name and title<br>Program/Organization<br>Mailing Address<br>Business Telephone<br>Fax Number<br>E-mail Address  |
| 45 points | 2. Describe the services your organization offers which relate to the four components listed in Paragraph Two of the Purpose section above. As part of your description, please give a per unit (e.g., hourly, per Class, per session) cost for the delivery of your services. |
| 20 points | 3. Provide information and/or statistical data documenting the effectiveness of your program in the delivery of the service described in Item 2 above.   |
| 20 points | 4. List staff in your organization by title and level of education or certification, who will be delivering the services of Item 2 above.  |
| 15 points | 5. Describe your implementation plan for incorporating services to noncustodial parents into your existing delivery of services. Please include why you think your services would be particularly useful to noncustodial parents.  |

Total possible score = 100 points

**Mail to:**

Cynthia W. Holdren  
Manager, Program Research and Contract Administration  
Division of Child Support Enforcement  
Virginia Department of Social Services  
7 N 8<sup>th</sup> Street  
Richmond, VA 23219

Fax: (804) 726-7482

Your application must be received no later than close of business, February 4, 2005.